

Clerical and Office Group
Office Supervisor, Meter Maid and Customer Service Branch
Customer Service Series

CUSTOMER SERVICE WORKER

06/94

Summary

Under general supervision, perform responsible customer service fieldwork.

Typical Duties

Connect and disconnect water service. Involves: visiting residential and commercial customer locations in response to work orders; advising customers of work orders; securing new service contract, as required; recording water meter readings; using hand tools to turn water line on or off; inspecting meters and connections for defects damage or tampering; changing meters; repairing minor meter leaks or notifying office of necessary repairs by others

Turn service off for nonpayment; collect delinquent accounts, and reinstate service, as applicable. Involves: advising customers of disconnection order; granting extensions, as authorized; disconnecting service or removing meters; receiving payments from customers; issuing receipts; reinstating service upon payment.

Perform other customer service field work as required. Involves: responding to customer inquiries; applying standard practices to independently resolve customer service problems, as appropriate; communicating by radio with office to exchange information relating to work orders.

Minimum Qualifications

Training and Experience: Graduation from high school or equivalent and six months meter reading or customer service field experience; or an equivalent combination of training and experience

Knowledge, Abilities and Skills: Considerable knowledge of water meter reading; customer relations practices and techniques; local geography and street locations. Good knowledge of department rules, regulations and policies. Some knowledge of customer billing and account coding; motor vehicle operator maintenance.

Ability to: follow oral and written instructions; read various types of digital and analog water meters; make arithmetical calculations; establish and maintain effective working relationships with fellow employees, customer and the general public; express oneself clearly and concisely orally and in writing; maintain records and prepare reports.

Skill in the: use of hand tools used to service water meters; operation of motor vehicle.

Physical Requirements: Required to: frequently walk, bend, stoop, squat and move steel plate meter covers; continuously work outdoors in all kinds of weather.

Special Requirements: Work evenings, weekends, holidays and mandatory overtime, as required.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state.

Director of Personnel

Department Head